

#### **AIDA Cruises on a glance**





#### AIDA Cruises – part of the Carnival Group



- Biggest cruise operator worldwide (over 50% market share)
- 82 cruise vessels in operation, further 19 new buildings on order until 2010
- Head office in Miami / USA
- More than 66.000 employees worldwide



#### Main facts





- AIDA Cruises is the number one German in cruise market
  - 408 Mio Euro turnover and 239.000 passengers in 2006
  - 34% market share in Germany
  - Under the TOP5 in Europe
- The AIDA fleet consists of 4 club ships:
  - AlDAcara, AlDAvita, AlDAaura and AlDAdiva
  - Capacity of 5.762 lower berths
- Further development of the AIDA fleet:
  - 3 new AIDA vessels in 2008, 2009 and 2010
  - Investment of 1 Billion Euro
  - Capacity increase to 12.000 berths

#### Our staff









- Approx. 2.400 employees out of 25 countries today
  - 287 AIDA Cruises employees
  - 140 Call4Cruise employees
  - 32 SeeLive employees
  - approx. 2.000 crew members on board the vessels
  - further growth to 5.000 employees until 2010



# Our vessels









	AIDAcara	AlDAvita	AlDAaura	AIDAdiva/ AIDAbella Sphinx III, IV
Built	1996	2002	2003	<b>2007</b> / 2008 / 2009/2010
GRT	38.531	42.200	42.200	69.200
Cabins	590	633	633	1.025
Passenger Capacity (lower berths)	1.180	1.266	1.266	2.050
Crew Members	371	390	390	600

## Fleet Deployment





- Track cruises in following areas:
  - Baltic Sea
  - North Sea
  - Mediterranean Sea
  - Canary Islands
  - Caribbean Sea
  - Persian Gulf



- Main criteria for itinerary planning
  - Attractiveness of a destination and passenger rating
  - Geographical position
  - Climate fine weather period
  - Security
  - Berth availability, approach, berth conditions
  - Shore excursion possibilities (shopping)
  - Balance from shore excursions income and port expenses
  - Possibility for: bunkering, provision loading, garbage disposal etc.
  - Clearance efforts and immigration procedures
- Additional for turn around ports
  - Terminal facilities in the port
  - Airport facilities and existing airline connections
  - Distance and connections between port and air port
  - Availability and quality of busses



- Attractiveness of a destination and passenger rating
  - Are there "must see" attractions (Pyramids)?
  - Is the destination known in the source market(s) of the cruise line?
  - What do tourists expect and how is their rating after the visit?
  - Authentic experience at site / what is unique for this place
  - Tourist infrastructure (transportation, shopping, restaurants ...)
  - How are guests and passengers informed?



#### Security

- How do international observers see the security situation?
- How is the public (passengers) perception of security in a destination?
- How do local authorities / companies evaluate the security situation?
- Security is a basic presupposition and close cooperation between cruise line and local partners is vital!
- Exchange of information



- Berth availability, approach, berth conditions
  - Congestion / berth reservation
  - Common size of cruise vessels loa 300m / 3000 passengers
  - Time from pilot station to berth
  - Tidal restrictions, pier height above WL
  - Pier even, clean, wide enough, away from cargo operation



- Balance from shore excursions income and port expenses
  - Overall balance is important
  - Entire income for the region to be considered not just the port
  - Fair and transparent cost structures (English language)
  - Discount scales as tool for the port
  - Announcement of tariff changes well in advance (1 year)



- Possibility for: bunkering, provision loading, garbage disposal etc.
  - Reception facilities for garbage and waste water
  - Proper documentation of rendered service
- Clearance efforts and immigration procedures
  - Look at procedures from passengers point of view
  - Avoid waiting time for passengers
  - Complicated time consuming procedures for passengers may prevent cruise lines from calling a port



- Turn around ports
  - Procedures and requirements of cruise lines vary a lot
  - Terminal facilities with utmost flexibility and shelter for passengers, luggage and vehicles
  - Availability of security service with air port standard
  - Flexibility of port, air port and authority partners (e.g. flight check in, police support)
  - Close cooperation between cruise line and local representatives

# Thank you for your time and attention



